

# MISSION SUPPORT SPECIALIST

DEPARTMENT OF HOMELAND SECURITY

Customs and Border Protection

## Overview

### Open & closing dates

🕒 09/16/2016 to 09/29/2016

### Salary

\$51,837 to \$81,532 per year

### Pay scale & grade

GS 09 - 11

### Work schedule

Full-Time - Full Time

### Appointment type

Permanent

## Locations

1 vacancy in the following location:

**Miami, FL**

1 vacancy

### Relocation expenses reimbursed

No

## This job is open to



### Federal employees

Current or former competitive service employees, including:

- Merit promotion
- Career Transition (CTAP, ICTAP, RPL)
- Transfer

### Announcement number

MHCMP-1796763-MST

**Control number**

450069000

## Duties

### Summary

This position will allow you to use your expertise in administration to provide advisory and technical services to CBP management. This position starts at a salary of \$51,837 (GS-9, Step 1) with promotion potential to \$81,532 (GS-11, Step 10). Apply for this exciting opportunity to strengthen the Department's ability to protect the homeland by analyzing and refining existing work methods and developing new methods and procedures.

**Who May Apply:** Current U.S. Customs and Border Protection employees with competitive status within the local commuting area.

- For definitions of terms found in this announcement, please see [http://www.dhs.gov/xabout/careers/gc\\_1303762131481.shtm](http://www.dhs.gov/xabout/careers/gc_1303762131481.shtm) ([http://www.dhs.gov/xabout/careers/gc\\_1303762131481.shtm](http://www.dhs.gov/xabout/careers/gc_1303762131481.shtm))

**Organizational Location:** This position is located within U.S. Customs and Border Protection, Office of Field Operations, Miami Field Office, Miami, Florida.

One or more selections may be made using this job opportunity announcement. Further selections may also be made for additional organizational divisions and/or units within the duty location(s) listed above.

### Responsibilities

In this Mission Support Specialist position, you will strengthen the Department's ability to protect the homeland by becoming a valuable member of a team of administrative professionals. Typical work assignments include:

- Applying a wide range of administrative programs concepts, laws, policies, practices and analytical methods to address technical issues or problems
- Providing advisory and technical services on organizational functions and work practices
- Developing new or modified administrative program work methods and procedures for delivering effective customer service
- Developing and delivering briefings, project papers, reports, and correspondence to foster understanding and acceptance of findings and recommendations

### Travel Required

Occasional travel - You may be required to travel

### Supervisory status

No

### Promotion Potential

11

### Who May Apply

#### This job is open to...

Current U.S. Customs and Border Protection employees with competitive status within the local commuting area.

Questions? This job is open to 1 group.

## Job family (Series)

[0301 Miscellaneous Administration And Program](#)  
(<https://www.usajobs.gov/Search/?j=0301>)

## Requirements

### Conditions Of Employment

- You must be a U.S. Citizen to apply for this position
- You may be required to pass a background investigation
- Males born after 12/31/1959 must be registered with Selective Service
- You may be required to pass initial and random drug testing

This position is covered under the bargaining unit.

### Qualifications

#### QUALIFICATIONS:

**GS-09:** You qualify at the GS-09 level if you possess one year of specialized experience that included assisting senior specialists in analyzing programs to measure performance and efficiency, preparing budget and personnel action requests, updating budget spreadsheets, conducting new employee orientation, coordinating office (including inner office) moves and telephone service, monitoring use of the organization's vehicles, analyzing workflow and office procedures, problem solving, and advising staff on methods and procedures.

**GS-11:** You qualify at the GS-11 level if you possess one year of specialized experience that included coordinating and monitoring administrative projects such as budget, personnel, travel, space, logistics, etc., problem solving, analyzing data to identify trends and develop estimates and studies, preparing narrative and data reports, and representing the office in dealings with vendors and personnel from administrative support organizations.

#### SUBSTITUTION OF EDUCATION FOR EXPERIENCE:

**GS-09:** A Master's degree, two full years of graduate education, a J.D. or an LL.B. degree from an accredited college or university may substitute for experience required at this level. Check with your school to determine how many credit hours comprise two years of graduate education. If that information is not available, use 36 semester or 54 quarter hours.

**GS-11:** A Ph.D. or an equivalent doctoral degree, three full years of progressively higher-level graduate education leading to such a degree or an LL.M. degree may substitute for experience required at this level. Check with your school to determine how many credit hours comprise three years of graduate study. If that information is not available, use 54 semester or 81 quarter hours.

To combine your education and experience, convert each to a percentage and then add the percentages. If your education is currently described in quarter hours, multiply by the fraction 2/3 to convert into semester hours then divide the semester hours by 18. To determine your percentage of qualifying experience, divide your total months of experience by the required number of months of experience. Add your percentages together. The total must equal at least 100% in order to qualify

Experience refers to paid and unpaid experience, including volunteer work done through National Service programs (e.g., Peace Corps, AmeriCorps) and other organizations (e.g., professional; philanthropic; religious; spiritual; community, student, social). Volunteer work helps build critical competencies, knowledge, and skills and can provide valuable training and experience that translates directly to paid employment. You will receive credit for all qualifying experience, including volunteer experience.

You must:

- Meet all qualification requirements, including education, if applicable, subject to verification at any stage of the application process; and

- Meet all applicable Time in Grade requirements (current federal employees must have served 52 weeks at the next lower grade or equivalent grade band in the federal service) by Thursday, September 29, 2016.

## Education

### Additional information

**Background Investigation:** Customs and Border Protection (CBP) is a federal law enforcement agency that requires all applicants to undergo a thorough background investigation prior to employment in order to promote the agency's core values of vigilance, service to country and integrity. During the screening and/or background investigation process, you will be asked questions regarding any felony criminal convictions or current felony charges, the use of illegal drugs (i.e., marijuana, cocaine, heroin, LSD, methamphetamines, ecstasy) and the use of non-prescribed controlled substances including any experimentation, possession, sale, receipt, manufacture, cultivation, production, transfer, shipping, trafficking, or distribution of controlled substances. For more information, please see:

<https://www.cbp.gov/careers/join-cbp/which-career/apply/background-investigation>  
(<https://www.cbp.gov/careers/join-cbp/which-career/apply/background-investigation>)

Positions with known promotion potential do not guarantee promotion, nor is the promise of promotion implied.

**Probationary Period:** Current and former federal employees may be required to serve or complete a probationary period.

CBP uses E-Verify, an internet-based system, to confirm the eligibility of all newly hired employees to work in the United States. Learn more about E-Verify here, <http://www.uscis.gov/e-verify>  
(<http://www.uscis.gov/e-verify>), including your rights and responsibilities.

Every individual receives a fair opportunity throughout the federal recruitment and hiring process. To learn more, click on the link [https://hru.gov/Studio\\_Recruitment/tools/Mythbuster\\_on\\_Federal\\_Hiring\\_Policies.pdf](https://hru.gov/Studio_Recruitment/tools/Mythbuster_on_Federal_Hiring_Policies.pdf)  
([https://hru.gov/Studio\\_Recruitment/tools/Mythbuster\\_on\\_Federal\\_Hiring\\_Policies.pdf](https://hru.gov/Studio_Recruitment/tools/Mythbuster_on_Federal_Hiring_Policies.pdf))

Follow U.S. Customs and Border Protection on Twitter [@CustomsBorder](https://twitter.com/#!/customsborder)  
(<https://twitter.com/#!/customsborder>)

Please view the video "Protecting America 24/7" to learn more about CBP's Office of Field Operations:

[http://cbpapps.cbp.dhs.gov/ofo/2011/protecting\\_america/pro\\_america.wmv](http://cbpapps.cbp.dhs.gov/ofo/2011/protecting_america/pro_america.wmv)  
([http://cbpapps.cbp.dhs.gov/ofo/2011/protecting\\_america/pro\\_america.wmv](http://cbpapps.cbp.dhs.gov/ofo/2011/protecting_america/pro_america.wmv))

### How You Will Be Evaluated

We will review your resume and supporting documentation to ensure you meet the basic qualification requirements. If you meet the minimum qualifications, your experience, education and training will be rated using an online self-assessment questionnaire that is based on the competencies or knowledge, skills, and abilities listed below. You will receive a score ranging from 70-100 based on your responses. Your entire application package will then be reviewed. The final determination will be based on all the information provided in your application package.

If you are best qualified, you may be referred to the hiring manager for consideration and may be called for an interview. To preview the job questionnaire, see [View Occupational Questionnaire](https://ApplicationManager.gov/Questionnaire.aspx?ID=5848773&PreviewType=Questionnaire)  
(<https://ApplicationManager.gov/Questionnaire.aspx?ID=5848773&PreviewType=Questionnaire>)

### **Knowledge, Skills, Abilities and Other Characteristics (KSAOs):**

Candidates who meet the minimum qualification requirements are required to possess certain Knowledge, Skills, Abilities, or Other Characteristics (KSAOs) to successfully perform the functions of this position. Candidates will be asked to demonstrate their attainment of these KSAOs in their resume. The KSAOs are:

- Knowledge of administrative programs, policies, practices, and methods
- Ability to evaluate many kinds of information and formulate techniques and methods to address technical issues and problems
- Ability to communicate orally and in writing

**Agency Career Transition Assistance Program (CTAP) Eligibles:** If you have never worked for the Federal Government, you are not CTAP eligible. Information about CTAP eligibility can be found at:

[http://www.opm.gov/Reduction\\_In\\_Force/employee\\_resources/ctap/Employee-Guideline\\_CTAP.asp#3a](http://www.opm.gov/Reduction_In_Force/employee_resources/ctap/Employee-Guideline_CTAP.asp#3a)  
[http://www.opm.gov/Reduction\\_In\\_Force/employee\\_resources/ctap/Employee-Guideline\\_CTAP.asp#3a](http://www.opm.gov/Reduction_In_Force/employee_resources/ctap/Employee-Guideline_CTAP.asp#3a)

. To be considered well qualified under CTAP, you must possess the knowledge, skills and abilities and/or competencies clearly exceeding the minimum requirements of the position. In addition, you must submit the supporting documents listed in the "Required Documents" section of this announcement.

## Background checks and security clearance

### Security clearance

[Public Trust - Background Investigation](#)

<https://www.usajobs.gov/Help/fag/job-announcement/security-clearances/>

## Required Documents

- **Your resume:** A resume describing your job-related qualifications is required and will be used for the purpose of reviewing your qualifications and determining what training, if any, would be required when placed. Your resume must be in English and must include your job titles and a detailed description of your duties and the dates you performed them (MM/DD/YY), as well as your hours per week for each position listed. Your resume should also contain your full name, address, phone number, email address, and salary. NOTE: Resumes stored on USAJOBS will not automatically carry over to this announcement.
- **Your responses to the job questionnaire** [View Occupational Questionnaire](#)  
<https://ApplicationManager.gov/Questionnaire.aspx?ID=5848773&PreviewType=Questionnaire>
- **Are you qualifying based on education?** Submit a copy of your college transcript (unofficial is acceptable at this time; however, official copies will be required prior to entrance on duty) or a list of coursework with hours completed. Education must be from an institution accredited by an agency recognized by the U.S. Department of Education. Education obtained from a foreign university or college is not creditable unless it has been evaluated by an organization that specializes in interpretation of education credentials. For a listing of accrediting agencies, please see <http://www.naces.org/members.htm>.  
<http://www.naces.org/members.htm>.
- **Are you claiming special priority selection rights under the Agency Career Transition Assistance Program (CTAP)?** You must submit a separation notice; your most recent SF-50B (noting your current position, grade level and duty location); a current (or last) performance rating of record of at least fully successful or equivalent; an agency certification that you cannot be placed after injury compensation has been terminated; an OPM notification that your disability annuity has been terminated; or a notification from the applicable Military Department or National Guard Bureau, that you are retired under 5 U.S.C. 8337(h) or 8456.
- ***Veterans preference points are not applicable to Merit Promotion announcements.***
- You may be asked to provide a copy of your recent performance appraisal and/or incentive awards. Consideration will be given to performance appraisals and incentive awards as an indication of quality prior experience, no points will be assigned.

Please upload your resume under "Resume" and any other applicable supporting documents mentioned above under "Other" documents. "Other" documents may not be applicable for each applicant, but should be utilized if you are submitting a SF-50 for proof of federal service, veterans documents for eligibility, transcripts for qualifications, etc.

**It is your responsibility to verify that any information entered, uploaded, or faxed is received and is accurate.**

Human Resources will not modify or change any part of your application. If a document is not legible, you will not be able to view it in your application and you must again upload or fax it by the closing date.

**If you are relying on your education to meet qualification requirements:**

You **MUST** submit a copy of your transcript if you want to substitute your education for experience. If you claim qualifications based on education, and do not submit a transcript, your education will not be used in making a qualification determination and you may be found "**not qualified**".

Education must be accredited by an accrediting institution recognized by the U.S. Department of Education in order for it to be credited towards qualifications. Therefore, provide only the attendance and/or degrees from [schools accredited by accrediting institutions recognized by the U.S. Department of Education](http://www.ed.gov/admins/finaid/accred/).  
(<http://www.ed.gov/admins/finaid/accred/>)

Failure to provide all of the required information as stated in this vacancy announcement may result in an ineligible rating or may affect the overall rating.

## Benefits

A career with the U.S. Government provides employees with a comprehensive benefits package. As a federal employee, you and your family will have access to a range of benefits that are designed to make your federal career very rewarding.

- [Benefits for federal employees](https://www.usa.gov/benefits-for-federal-employees#item-36407)  
(<https://www.usa.gov/benefits-for-federal-employees#item-36407>)
- [Healthcare insurance](https://www.opm.gov/healthcare-insurance/)  
(<https://www.opm.gov/healthcare-insurance/>)
- [Pay and leave](https://www.usajobs.gov/Help/working-in-government/pay-and-leave/)  
(<https://www.usajobs.gov/Help/working-in-government/pay-and-leave/>)

DHS offers competitive starting salaries and an attractive benefits package, including: health, vision, dental, life and long-term care insurance, Thrift Savings Plan (similar to a 401(k)), Flexible Spending Account, retirement plan, Employee Assistance Program, personal leave days and paid federal holidays. Other benefits may include: flexible work schedules, telework, tuition reimbursement, transportation subsidies, uniform allowance, health and wellness programs, and fitness centers. DHS is committed to employee development and offers a variety of employee training and development opportunities. For more information, please go to [www.dhs.gov/careers](http://www.dhs.gov/careers)  
(<http://www.dhs.gov/careers>) and select "Benefits".

To compare cost of living data, calculate mortgage scenarios, or gather information on communities and school districts, please visit the website: <http://www.relocationessentials.com/aff/lifecare/tools/salary/col.aspx>  
(<http://www.relocationessentials.com/aff/lifecare/tools/salary/col.aspx>)

Eligibility for benefits depends on the type of position you hold and whether your position is full-time, part-time, or intermittent. Contact the hiring agency for more information on the specific benefits offered.

## How to Apply

To begin your online application, click "**Apply Online**" to create a USAJOBS account and follow the prompts or log in to your existing account. Your application packet must include a completed assessment questionnaire, a resume, and any applicable and/or required supporting documentation. Please see the "Required Documents" section below for additional information. All application materials, including transcripts, must be in English.

We strongly encourage you to apply online. If you cannot apply online, you may fax your resume, assessment questionnaire, and supporting documents to **(478) 757-3144**

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. You must print a copy of and document your responses to the assessment questionnaire [View Occupational Questionnaire](https://ApplicationManager.gov/Questionnaire.aspx?ID=5848773&PreviewType=Questionnaire)

(<https://ApplicationManager.gov/Questionnaire.aspx?ID=5848773&PreviewType=Questionnaire>)

using OPM Form 1203-FX [http://www.opm.gov/Forms/pdf\\_fill/OPM1203fx.pdf](http://www.opm.gov/Forms/pdf_fill/OPM1203fx.pdf)

([http://www.opm.gov/Forms/pdf\\_fill/OPM1203fx.pdf](http://www.opm.gov/Forms/pdf_fill/OPM1203fx.pdf))


, and the official fax cover sheet: <http://staffing.opm.gov/pdf/usascover.pdf>

(<http://staffing.opm.gov/pdf/usascover.pdf>)

. Please include job opportunity announcement ID 1796763 and provide your SSN, name, and address using the exact name you used when you filled out the questionnaire. If you have uploaded documents into your application, you do not need to fax those same documents.

**Applications and supporting documentation will not be accepted by mail or email.** The address below is for inquiries only. You may apply more than once, but the most recent application is the only one that will be used. **You must submit your resume, your online questionnaire, and any supporting documents by 11:59 PM Eastern Time on Thursday, September 29, 2016.**

## Agency contact information

 CBP MHC Hiring

### Phone

[\(952\)857-2932](tel:(952)857-2932)  
(tel://(952)857-2932)

### Fax

(478)757-3144

### Email

[CBPHIRING-APPLICANTINQUIRY@CBP.DHS.GOV](mailto:CBPHIRING-APPLICANTINQUIRY@CBP.DHS.GOV)  
(mailto:CBPHIRING-APPLICANTINQUIRY@CBP.DHS.GOV)

### Address

CBP Minneapolis Hiring Center  
5600 American Blvd  
Suite 700  
Bloomington, MN  
USA

[Learn more about this agency](#)  
(#agency-modal-trigger)

### *Customs & Border Protection (CBP): Securing America's Borders*

Do you desire to protect American interests and secure our Nation while building a meaningful and rewarding career? If so, the Department of Homeland Security (DHS) is calling. DHS components work collectively to prevent terrorism, secure borders, enforce and administer immigration laws, safeguard cyberspace and ensure resiliency to disasters. The vitality and magnitude of this mission is achieved by a diverse workforce spanning hundreds of occupations. Make an impact; join DHS.

Discover a challenging and rewarding career in CBP, the sole organization responsible for securing the nation's borders. At U.S. Customs and Border Protection, we:

- Screen passengers, vehicles, and shipments entering our country
- Seize illegal narcotics, vehicles, and agricultural products
- Prevent unauthorized entry into the country
- Rescue individuals who fall into dangerous conditions traversing our border

For more information about CBP's mission, activities, and careers, please see <http://www.cbp.gov>  
(<http://www.cbp.gov/>)

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## Next steps

Once the job opportunity announcement has closed, we will assess your experience and training, identify the best qualified applicants, and refer those applications to the hiring manager for further consideration and interviews. You will be notified by email after each of these steps has been completed. Stay informed of changes to your application status by signing up for automatic email alerts at: <https://my.usajobs.gov/Account/NotificationSettings.aspx>



<https://my.usajobs.gov/Account/NotificationSettings.aspx>

. If you are referred, you will receive a final notification of the disposition of the announcement. We expect to make a tentative job offer within 60 days after the close of the announcement. If you are selected, we may conduct a suitability/security background investigation.

## Fair & Transparent

The Federal hiring process is setup to be fair and transparent. Please read the following guidance.

### Equal Employment Opportunity Policy

The United States Government does not discriminate in employment on the basis of race, color, religion, sex (including pregnancy And gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, retaliation, parental status, military service, or other non-merit factor.

- [Equal Employment Opportunity \(EEO\) office at OPM](https://www.opm.gov/about-us/our-people-organization/support-functions/equal-employment-opportunity/)  
(<https://www.opm.gov/about-us/our-people-organization/support-functions/equal-employment-opportunity/>)
- [Office of Equal Opportunity](http://www.eeoc.gov/eeoc/internal_eeo/index.cfm)  
([http://www.eeoc.gov/eeoc/internal\\_eeo/index.cfm](http://www.eeoc.gov/eeoc/internal_eeo/index.cfm))

### Reasonable Accommodation Policy

Federal agencies must provide reasonable accommodation to applicants with disabilities where appropriate. Applicants requiring reasonable accommodation for any part of the application and hiring process should contact the hiring agency directly. Determinations on requests for reasonable accommodation will be made on a Case-by-Case basis.

A reasonable accommodation is any change in the workplace or the way things are customarily done that provides an equal employment opportunity to an individual with a disability. Under the Rehabilitation Act of 1973 the Equal Employment Opportunity Commission (EEOC) must provide reasonable accommodations:

- An applicant with a disability needs an accommodation to have an equal opportunity to apply for a job.
- An employee with a disability needs an accommodation to perform the essential job duties or to gain access to the workplace.
- An employee with a disability needs an accommodation to receive equal access to benefits, such as details, training, and office-sponsored events.
- [Disability Employment - Reasonable Accommodations](https://www.opm.gov/policy-data-oversight/disability-employment/reasonable-accommodations/)  
(<https://www.opm.gov/policy-data-oversight/disability-employment/reasonable-accommodations/>)
- [How to contact an agency](https://www.usajobs.gov//Help/how-to/application/agency/contact/)  
(<https://www.usajobs.gov//Help/how-to/application/agency/contact/>)

### Legal and regulatory guidance

#### [Financial suitability](https://www.usajobs.gov//Help/working-in-government/fair-and-transparent/financial-suitability/)

(<https://www.usajobs.gov//Help/working-in-government/fair-and-transparent/financial-suitability/>)

#### [Social security number request](https://www.usajobs.gov//Help/working-in-government/fair-and-transparent/social-security-number/)

(<https://www.usajobs.gov//Help/working-in-government/fair-and-transparent/social-security-number/>)

#### [Privacy Act](https://www.usajobs.gov//Help/working-in-government/fair-and-transparent/privacy-act/)

(<https://www.usajobs.gov//Help/working-in-government/fair-and-transparent/privacy-act/>)

#### [Signature & False statements](https://www.usajobs.gov//Help/working-in-government/fair-and-transparent/signature-false-statements/)

(<https://www.usajobs.gov//Help/working-in-government/fair-and-transparent/signature-false-statements/>)

#### [Selective Service](https://www.usajobs.gov//Help/working-in-government/fair-and-transparent/selective-service/)

(<https://www.usajobs.gov//Help/working-in-government/fair-and-transparent/selective-service/>)

#### [New employee probationary period](https://www.usajobs.gov//Help/working-in-government/fair-and-transparent/probationary-period/)

(<https://www.usajobs.gov//Help/working-in-government/fair-and-transparent/probationary-period/>)